A SERVICE FOR RECOVERING SECURITY DEVICES AFTER FAILURE

ABSTRACT

[0050] In an information processing service for performing user certification when an OS starts based on security key information of security hardware, a need has arisen to restore the security key information before replacement of the security hardware replaced for troubleshooting. A cancellation means is generated in a second system status generated by a functionally restricted second type OS start such as a safe mode. Although the user certification based on the security key information of the security hardware is usually performed in a first type OS start, the cancellation means cancels it. Thus, it is possible to put the information processing apparatus in a first system status without undergoing the user certification so as to restore the security key information. A cancel release means releases cancellation of the user certification so that the user certification on the first type OS start is restored after the restoration of the security key information.